

BMCW OUTCOME MEASURES AND PROGRAM OBJECTIVES

The Bureau of Milwaukee Child Welfare's Child Protective Services System will accomplish the following outcomes and program objectives in a creative and dynamic partnership approach between the Contract Agencies, the State of Wisconsin, and the Milwaukee community:

SAFETY AND CHILD PROTECTION

- Children are first and foremost protected from abuse and neglect through comprehensive and timely investigations of reports of child maltreatment.
- Children are safely maintained in their homes when possible and appropriate through the implementation of services to protect children and prevent removal.

PERMANENCY FOR CHILDREN

- Children have permanency and stability in their living situations by decreasing the time in foster care through:
 - (1) timely and appropriate permanence goals, and
 - (2) increasing the stability of foster care placements including proximity of placements to family and schools, and placement of children with siblings.
- Continuity of family relationships and connections are preserved for children through:
 - (1) placements with siblings;
 - (2) visiting with parents and siblings while in foster care; and
 - (3) relative placements.

CHILD AND FAMILY WELL-BEING

- Families have enhanced capacity to provide for their children's needs by:
 - (1) strengthening their capacity to provide a safe and nurturing environment for their children;
 - (2) increasing the effectiveness of support for foster parents by improving their access to information, training and resources;
 - (3) increasing coordination efforts with schools to ensure that children receive appropriate educational services.
- Children receive adequate services to meet their physical and mental health needs by:
 - (1) improving case planning and assessment efforts that ensure children receive adequate physical and mental health services;
 - (2) collaborating in the pilot managed care program in Milwaukee County for children in foster care that will provide every child with mental, physical, and dental health care.

CONSUMER SATISFACTION AND QUALITY ASSURANCE

- Assure the application of policy, procedure and automation through staff training and mastery of child welfare work competencies.
- Increase recruitment and retention of quality staff.

Additional specific outcome measures and goals that must be met include those outlined in the December 3, 2002 Children's Rights, Inc., Lawsuit Settlement Agreement and Wisconsin's Program Enhancement Plan (PEP):

- Lawsuit Settlement Agreement: BMCW and Children's Rights, Inc. reached a settlement of the lawsuit filed in 1993 on behalf of "Jeanine B. et. al" with an agreement approved by federal court December 3, 2002. The Ongoing Case Management agency must ensure compliance with the terms of the settlement agreement. To review the Settlement Agreement online, go to: <http://dhfs.wisconsin.gov/aboutdhfs/DCFS/dcfs.htm>.
- Wisconsin's Program Enhancement Plan: In August 2003, the federal Administration for Children and Families (ACF) evaluated Wisconsin's child welfare program. Similar to every other state that has undergone the review, Wisconsin was found to be in substantial nonconformance with many of the outcomes and systemic factors in the Child and Family Services Review (CFSR). In response to these findings, Wisconsin created the statewide Program Enhancement Plan (PEP), of which BMCW is an important part. The plan must produce measurable progress within two years (November 1, 2004 – October 31, 2006), toward improving outcomes for children and improving the systemic factors that support child welfare program operations statewide. The contracting agency at each site must participate in the implementation of the PEP. To review the Wisconsin Program Enhancement Plan online, go to: <http://dhfs.wisconsin.gov/cwreview/PEP.htm>.

Other Department initiatives that may require the collaboration and participation of the Ongoing Case Management and Safety Services contractor include but are not limited to the following:

- Subsidized Guardianship Waiver: DCFS has received approval for a federal Title IV-E waiver request to implement a subsidized guardianship program under which relatives caring for children as foster parents could receive an ongoing subsidy if they become legal guardians. The program will be initially implemented in Milwaukee during 2005 and is a key strategy to meet performance goals in the Milwaukee lawsuit Settlement Agreement. The contracting agency at each site must participate in the implementation plan.
- Managed Care Initiative: The 1999-2001 Wisconsin State Budget contained a provision requiring the development of a managed care pilot program that integrates the social, behavioral and physical health needs of children in out-of-home care in Milwaukee County. In July 2004 the Department issued an RFP to obtain assistance in improving the access and the quality of health care for children in out-of-home care by utilizing a managed care approach. This pilot project will be implemented in 2005 in Milwaukee County. The contracting agency at each site must participate in the implementation plan to assure children in foster care or court-ordered kinship care are able to participate, as appropriate.
- Wisconsin's Service Integration Project: Wisconsin is one of six states selected by the National Governors' Association to participate in a project to improve outcomes for families through integrated, family-responsive and flexible approaches to service delivery that are efficient and effective. The target populations for this project are children and families involved in or at risk of involvement in the child welfare and Wisconsin Works (W2) programs, with two pilots in Milwaukee County. Contracting agencies located in the pilot areas must participate in these service integration and family empowerment models.
- Services to "At Risk" Children and Families: The Department is interested in providing services to families and children who live with domestic violence, or who face risks to safety that are not imminent but are likely to occur without some form of intervention. If recommended changes to the BMCW budget are passed contracting agencies at each site may be required to integrate these services into their programs.